

Certified Document FAQ

1. **Q:** Can I purchase a certified document in eAccess?
A: Yes, if the document is available to purchase and the user has a certified document subscription, a user may select to purchase the document as a certified document.
2. **Q:** Is there a charge for the certified document subscription?
A: No, there is no charge to add a certified document subscription to your account.
3. **Q:** What is the cost to purchase a certified document?
A: There is a \$39.00 charge per certified document. There is no charge to purchase a certified document if you are an approved government agency.
4. **Q:** How long will I have access to the certified document?
A: A certified document will be available to print or download for 24 hours after purchase.
5. **Q:** How can I get access to the certified document beyond the 24hour period?
A: If the certified document was not printed or downloaded, the user will need to repurchase the document which will allow access to print or download for 24 hours.
6. **Q:** I need to provide a certified copy of a document to an agency, is an electronically certified document accepted everywhere?
A: Some agencies may require a certified copy with the raised seal on the document which can be obtained in person at the appropriate Superior Court location. Before purchasing a certified document within eAccess, please contact the agency requiring the certified document for confirmation that an electronically certified document will be acceptable.
7. **Q:** How will an agency know this is a valid certified document?
A: Electronically certified documents can be visually verified, up to 180 days from the date of purchase. Each certified document will include a cover page that displays a unique certified document number which can be entered on the verification website.